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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

F. No. 47-102/2017-PHT

Dated: - ~~19.01.2018~~
22.

To

The Chief General Managers,
All Telecom Circles & Telecom Districts.

Sub: - Policy/Guidelines regarding closure of Landline connections ,
which were not restored because of technical reasons.

Sir,

It has come to the notice of this office that some of the connections which could not be restored as cables have been damaged and it was commercially not economical to lay new cables. As complaints are being received from subscribers that their connections are not being restored, it was felt necessary to issue guidelines on the matter.

In this regard, a committee was constituted with the approval of competent authority. The committee discussed & deliberated the issue in detail and gave its recommendation on the matter.

In view of recommendation of committee on the matter, the following Guidelines have been approved by the competent authority as below :

- If the expenditure for restoration of telephone connection(s) is recoverable within one year, then it is to be considered as techno-commercially viable and connection(s) may be restored by incurring such expenditure.
- For NTC/Shifting – if the expenditure for provision of the connection(s) already booked and anticipated in a year is recoverable within two years, then it is to be considered as techno-commercially viable and may be provided by incurring such expenditure.

You are requested to take suitable decision based on the above guidelines in the interest of BSNL.

P.K.Sharma
22/01/18

(P.K.Sharma)
DGM (NWO-I-CFA)